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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Carney
Title : Computer-Implemented System And Method For
Managing Service Agents
Application No. : 10/674,749
Filed : September 30, 2003
Group Art Unit : 2122

STATUS INQUIRY

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this correspondence
is being deposited today with the United
States Postal Service as first class mail in
an envelope addressed to: Commissioner for
Patents, P.O. Box 1450, Alexandria, VA
22313-1450

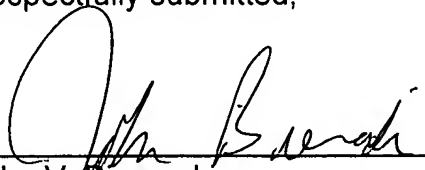
on August 25, 2006

By: Kathie G. Kopczyk

Dear Sir:

The above-referenced application was filed in the United States on
September 30, 2003, and we have not yet received an Office Action or Notice of
Allowance for the same. Please advise the undersigned when we should expect to
receive an action or notice.

Respectfully submitted,


John V. Biernacki
Jones Day
North Point
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Cleveland, Ohio 44114
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Date: August 25, 2006